

ISO Certification for HNBA's Claims Process



The Life Claims Department of HNB Assurance PLC (HNBA) obtained the certification in compliance with ISO 9001 : 2015 for its service standards. The Life Claims Department qualified for this certification upon being independently audited and meeting the

specific criterion. The certification was issued for the Claims Process followed throughout, from claim intimation to claim settlement.

Sharing his thoughts, Managing Director/CEO of HNBA and its fully owned subsidiary HNB General Insurance Limited, Deepthi Lokuarachchi stated "our primary goal in customer service has always been focused on its assured quality and the ISO certification affirms the effectiveness of the consistent service provided over the years. This certification demonstrates our commitment towards our customers and outlines the cutting-edge practices the Company follows throughout its Claims Settlement Process".

Speaking on the ISO certification, Chief Operating Officer of HNBA, Prasantha Fernando stated "As an entity highly focussed on quality, we are honoured to earn the ISO certification and this provides that additional degree of assurance to our stakeholders of our continuous improvements in our service quality standards and deliverables".

Chief Technical Officer of HNBA, Dinesh Udawatta stated "I'm indeed grateful to the entire team for embarking on this journey to obtain the world's most popular quality management service certification as well as for maintaining a service standard of high quality throughout the years. I am confident that this certification will bolster

our resolve to push the envelope of customer service further and to continue to provide a superlative service to our patronage".

Image Caption: Image One – L-R HNBA Head of Support Services Geethani Saram, HNBA Chief Operating Officer Prasantha Fernando, HNBA Assistant Manager Life Claims Nadeeka Abeyesundara, Managing Director/CEO of HNBA and HNBGI Deepthi Lokuarachchi, Chairman of Sri Lanka Standards Institution Pradeep Gunawardana, Director Systems Certification Samanthi Narangoda and Senior Deputy Director Systems Certification Division Gamini Weerasinghe.